

QUICK REFERENCE: Clearswift SECURE Email Gateway (SEG)

This Quick Reference is intended for users who are making the switch from NetGovern Secure to Clearswift SEG. To get you up and running, there are terminology differences to note, a reference on the Clearswift interface, and a quick look at the Personal Message Manager (PMM) Digest.

TERMINOLOGY DIFFERENCES

These are the terminology differences between NetGovern Secure and Clearswift SEG.

NetGovern Secure	Clearswift SEG	Description
NetGovern Quarantine Portal	Personal Message Management (PMM) Portal	User quarantine web portal
Quarantine	Holds	Message store and category
Quarantine Report	Message Digest	User quarantine email summary

PERSONAL MESSAGE MANAGER (PMM) NAVIGATION

The PMM navigation contains tabs for navigation, a message search, message hold, and messages actions for managing email.

Personal Message Manager

Navigation tabs

Message search

clearswift

Messages Trusted Senders Options Mobile Help

Mailboxes

jlee@netmaildemo.com

- Confidential
- Encryption or decryptio...
- Profanity
- Spam
- Virus

View Deliver Trust Sender Not Junk Delete

Search messages

Showing 2 of 2 messages for jlee@netmaildemo.com

- securitycheck@emailsecuritycheck.net** 7/15/19 1:32 PM 1.4 KB
 Test mail 1/7 (ID=oYswfdjGdydeyPKaImj7F1AnuVG7qiR7wUV8bW9QuLs=)
- securitycheck@emailsecuritycheck.net** 7/15/19 1:32 PM 1.1 KB
 Test mail 3/7 (ID=oYswfdjGdydeyPKaImj7F1AnuVG7qiR7wUV8bW9QuLs=)

Message holds (Quarantine)

Message actions

Message Search	A quick way to search for a specific message.
Navigation Tabs	A quick way to navigate between different tabs with options on managing email.
Messages	Search and act on messages that have been quarantined.
Trusted Senders	Manage whitelisted email addresses and domains.
Options	Change language and configure access to a Shared Mailbox's PMM.
Help	General information on what the PMM is and how users can access it.
Message Holds	Areas where messages are stored depending on how they have been categorized. Example: A message containing spam will be stored in the Spam Hold.
Message Actions	Provides the user the ability to act on a message in the PMM, for example, releasing a message and delivering to the mailbox.
View	Review and read the original message, including the body.
Deliver	Release the message and deliver it to the mailbox.
Trust Sender	Add sender's email address to the list of Trusted Senders.
Not Junk	Report email as not being junk. Full copy of email (including body) will be sent for review by Clearswift.
Delete	Permanently delete the message from the PMM.

PERSONAL MESSAGE MANAGER (PMM) DIGEST

The PMM Digest is a summary report of the messages in a PMM. A user may receive one of two formats of digests:

- Full Digest: A complete report of all the messages in the PMM.
- Partial Digest: A partial report on new messages in the PMM since the last the digest was sent.

The frequency and type of digest sent is determined by your email administrator.



Your Personal Message Management

jlee @netmaildemo.com, Jul 16, 2019 6:00:56 AM

Our Email Policy has caused some messages either addressed to you, or sent by you, to be stopped by the system. You may override this protection and deliver these messages. The "Delete these messages" link deletes the remaining listed messages from that area.

You have messages in the following areas: • Encrypted (1 messages) • Spam (1 messages) • Executables (1 messages)

You can use the link below to go to the Portal where you can view your held messages and edit your list of trusted senders. [Personal Message Management Portal](#)

Encrypted (2 messages)						Delete these messages
Messages addressed to you						
Action	📧	Sender	From	Subject	KB	Date/Time
Deliver	📧	eicar@aleph-tec.com	eicar@aleph-tec.com	EICAR anti-virus test file:	5	Jul 15, 2019 12:53:55 PM

Spam (2 messages)						Delete these messages
Messages addressed to you						
Action	📧	Sender	From	Subject	KB	Date/Time
Deliver	📧	securitycheck@emailsecuritycheck.net	securitycheck@emailsecuritycheck.net	Test mail 1/7 (ID=oYsvfdjGdydeyPKaImj7FIAnuVG7qiR7...	2	Jul 15, 2019 1:32:58 PM

Executables (1 messages)						Delete these messages
Messages addressed to you						
Action	📧	Sender	From	Subject	KB	Date/Time
Deliver	📧	securitycheck@emailsecuritycheck.net	securitycheck@emailsecuritycheck.net	Test mail 4/7 (ID=oYsvfdjGdydeyPKaImj7FIAnuVG7qiR7...	2	Jul 15, 2019 1:32:55 PM

Your email is protected by 